Enterprise Incident Report July 2012

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Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Governor's Office	Application Services	Dustin Crump	0 0	1 0	1 0
		Martin Gonzalez	0 0	1 1	1 1
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 1	3 1
	Application Support - DFO	Akemi Dean	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	4 2	4 2
		Michael Hussey	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 2	5 2

Governor's Office

			High	Low	FCR Total
Governor's Office	Help Desk	James Stearns	0 0	1 1	1 1
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	2 1
	Metro A Desktop Support	Kraig Ellis	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 2	2 2
		Liz Evans	0 0	2 2	2 2
		Assigned to Individual Total	0 0	4 4	4 4
	Metro D Help Desk	Doug Brown	0 0	3 3	3 3
		John Robinson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	4 4	4 4
	Operations Production Control	Duane Hardy	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Gail Christiansen	1 0	1 0	2 0

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Governor's Office

			High	Low	FCR Total
Governor's Office	Voice Operations	**Assigned to Individual Total**	1 0	1 0	2 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	26 12	27 12
Customer Company Total			1 0	26 12	27 12

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents		
			Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
Governor's Office	Application Services	Dustin Crump	0 0	1 0	1 0
		Martin Gonzalez	0 0	1 1	1 1
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 1	3 1
	Application Support - DFO	Akemi Dean	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	4 0	4 0
		Michael Hussey	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 0	5 0

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Governor's Office

			High	Low	MIR Total
Governor's Office	Help Desk	James Stearns	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 1	2 1
	Metro A Desktop Support	Kraig Ellis	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	2 0
		Liz Evans	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro D Help Desk	Doug Brown	0 0	3 0	3 0
		John Robinson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Operations Production Control	Duane Hardy	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Gail Christiansen	1 0	1 0	2 0

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Governor's Office

			High	Low	MIR Total
Governor's Office	Voice Operations	Assigned to Individual Total	1 0	1 0	2 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	26 2	27 2
Customer Company Total			1 0	26 2	27 2

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Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Governor's Office	Application Services	Dustin Crump	0 0.00	1 0.10	1 0.10
		Martin Gonzalez	0 0.00	1 2.01	1 2.01
		Tony Larsen	0 0.00	1 0.57	1 0.57
		Assigned to Individual Total	0 0.00	3 0.90	3 0.90
	Application Support - DFO	Akemi Dean	0 0.00	1 0.68	1 0.68
		Assigned to Individual Total	0 0.00	1 0.68	1 0.68
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.43	1 0.43
		Assigned to Individual Total	0 0.00	1 0.43	1 0.43
	Capitol Desktop Support	Chad Poll	0 0.00	4 0.08	4 0.08
		Michael Hussey	0 0.00	1 0.14	1 0.14
		Assigned to Individual Total	0 0.00	5 0.09	5 0.09

Governor's Office

			High	Low	ATTIR Total
Governor's Office	Help Desk	James Stearns	0 0.00	1 0.20	1 0.20
		Vicky Marrelli	0 0.00	1 1.17	1 1.17
		Assigned to Individual Total	0 0.00	2 0.68	2 0.68
	Metro A Desktop Support	Kraig Ellis	0 0.00	2 0.10	2 0.10
		Assigned to Individual Total	0 0.00	2 0.10	2 0.10
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.00	2 0.00
		Liz Evans	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	3 0.00
		John Robinson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Operations Production Control	Duane Hardy	0 0.00	2 0.10	2 0.10
		Assigned to Individual Total	0 0.00	2 0.10	2 0.10
	Voice Operations	Gail Christiansen	1 0.15	1 0.19	2 0.17

Governor's Office

			High	Low	ATTIR Total
Governor's Office	Voice Operations	Assigned to Individual Total	1 0.15	1 0.19	2 0.17
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 0.13	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	1 0.13
	Assigned Group Total		1 0.15	26 0.24	27 0.24
Customer Company Total			1 0.15	26 0.24	27 0.24

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents Bottom Number - Missed Resolution | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	MR Total
Governor's Office	Application Services	Dustin Crump	0 0	1 0	1 0
		Martin Gonzalez	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Application Support - DFO	Akemi Dean	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Application Support - EFIND	Anhkim Le	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	4 0	4 0
		Michael Hussey	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 0	5 0

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Governor's Office

			High	Low	MR Total
Governor's Office	Help Desk	James Stearns	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Desktop Support	Kraig Ellis	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	2 0
		Liz Evans	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro D Help Desk	Doug Brown	0 0	3 0	3 0
		John Robinson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Operations Production Control	Duane Hardy	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Gail Christiansen	1 0	1 0	2 0

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Governor's Office

			High	Low	MR Total
Governor's Office	Voice Operations	Assigned to Individual Total	1 0	1 0	2 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	26 1	27 1
Customer Company Total			1 0	26 1	27 1

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

			Top Number - Total Incidents Bottom Number - Average time in hours		
Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTR Total
Governor's Office	Application Services	Dustin Crump	0 0.00	1 0.53	1 0.53
		Martin Gonzalez	0 0.00	1 2.55	1 2.55
		Tony Larsen	0 0.00	1 0.57	1 0.57
		Assigned to Individual Total	0 0.00	3 1.22	3 1.22
	Application Support - DFO	Akemi Dean	0 0.00	1 6.85	1 6.85
		Assigned to Individual Total	0 0.00	1 6.85	1 6.85
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.43	1 0.43
		Assigned to Individual Total	0 0.00	1 0.43	1 0.43
	Capitol Desktop Support	Chad Poll	0 0.00	4 0.44	4 0.44
		Michael Hussey	0 0.00	1 1.69	1 1.69
		Assigned to Individual Total	0 0.00	5 0.69	5 0.69

Governor's Office

			High	Low	ATTR Total
Governor's Office	Help Desk	James Stearns	0 0.00	1 0.20	1 0.20
		Vicky Marrelli	0 0.00	1 3.17	1 3.17
		Assigned to Individual Total	0 0.00	2 1.69	2 1.69
	Metro A Desktop Support	Kraig Ellis	0 0.00	2 0.13	2 0.13
		Assigned to Individual Total	0 0.00	2 0.13	2 0.13
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.29	2 0.29
		Liz Evans	0 0.00	2 0.06	2 0.06
		Assigned to Individual Total	0 0.00	4 0.18	4 0.18
	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	3 0.00
		John Robinson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Operations Production Control	Duane Hardy	0 0.00	2 1.06	2 1.06
		Assigned to Individual Total	0 0.00	2 1.06	2 1.06
	Voice Operations	Gail Christiansen	1 0.38	1 0.30	2 0.34

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Governor's Office

			High	Low	ATTR Total
Governor's Office	Voice Operations	**Assigned to Individual Total**	1 0.38	1 0.30	2 0.34
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 1.31	1 1.31
		Assigned to Individual Total	0 0.00	1 1.31	1 1.31
	Assigned Group Total		1 0.38	26 0.86	27 0.85
Customer Company Total			1 0.38	26 0.86	27 0.85

Governor's Office

Detail

INC000000542212	John Nowoslawski	Application	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Kraig Ellis	Governor's Office	Low	Closed	TTR Missed: No	0.19
INC000000544116	Ann J Carrillo	Application	Password	Novell GroupWise		TIR Missed: Yes	1.17
	Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	3.17
INC000000544857	Michael Green	Application	Error	Utah Master Directory		TIR Missed: No	0.68
	Application Support - DFO	Akemi Dean	Governor's Office	Low	Closed	TTR Missed: Yes	6.85
INC000000545003	Carolynne Loder	Telecom	Dial Tone	Telephone		TIR Missed: No	0.15
	Voice Operations	Gail Christiansen	Governor's Office	High	Closed	TTR Missed: No	0.38
INC000000545435	Samantha Julian	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	0.14
INC000000545516	Cheralyn Anderson	PC/Laptop	Error	Microsoft Windows XP Professi(		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Governor's Office	Low	Closed	TTR Missed: No	0.06
INC000000546184	Taylor Morgan	Mobile Devices	None	iPhone		TIR Missed: No	0.10
	Application Services	Dustin Crump	Governor's Office	Low	Closed	TTR Missed: No	0.53
INC000000547216	Kim Dent	Application	Error	Adobe Acrobat		TIR Missed: No	0.11
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	1.39
INC000000548440	Smith Monson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Closed	TTR Missed: No	1.69
INC000000548737	Kathleen Clarke	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	James Stearns	Governor's Office	Low	Closed	TTR Missed: No	0.20
INC000000548751	Kathleen Clarke	PC/Laptop	Password	None		TIR Missed: No	0.22
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.37
INC000000548900	Audrey M Curtis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000548950	Audrey M Curtis	Application	None	eFIND/eSHARE		TIR Missed: No	0.20
	Operations Production Control	Duane Hardy	Governor's Office	Low	Closed	TTR Missed: No	2.08
INC000000549056	Dean Healey	Application	Error	BMI		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000549871	Michael Mower	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000549940	Kim Dent	Application	None	Novell GroupWise		TIR Missed: Yes	2.01
	Application Services	Martin Gonzalez	Governor's Office	Low	Resolved	TTR Missed: No	2.55

Governor's Office

INC	Requester	Category	Type	Item	Status	TIR Missed	TTR Missed	Val1	Val2
INC000000550444	Dean Healey / Metro D Help Desk	Network / John Robinson	Error / Governor's Office	Novell Client for 32-bit Windows / Low	Resolved	No	No	0.00	0.00
INC000000550576	Audrey M Curtis / Metro A Help Desk	Application / Ed Conrad	Error / Governor's Office	Content Manager / Low	Resolved	No	No	0.00	0.44
INC000000550737	Jackie Jameson / Capitol Desktop Support	None / Chad Poll	None / Governor's Office	None / Low	Resolved	No	No	0.00	0.00
INC000000552389	Audrey M Curtis / Application Services	Application / Tony Larsen	Error / Governor's Office	None / Low	Resolved	No	No	0.57	0.57
INC000000552790	Audrey M Curtis / Operations Production Control	None / Duane Hardy	None / Governor's Office	None / Low	Resolved	No	No	0.00	0.04
INC000000553139	Audrey M Curtis / Application Support - EFIND	None / Anhkim Le	None / Governor's Office	None / Low	Resolved	No	No	0.43	0.43
INC000000553281	Audrey M Curtis / Metro A Help Desk	None / Liz Evans	None / Governor's Office	None / Low	Resolved	No	No	0.00	0.13
INC000000553564	Audrey M Curtis / Metro D Help Desk	Network / Doug Brown	Password / Governor's Office	Novell Client for 32-bit Windows / Low	Resolved	No	No	0.00	0.00
INC000000553695	Monica Taylor / Voice/Data/WAN Services	Telecom / Spencer Blodgett	Hardware / Governor's Office	Telephone / Low	Resolved	No	No	0.13	1.31
INC000000553922	Audrey M Curtis / Metro A Help Desk	None / Liz Evans	None / Governor's Office	None / Low	Resolved	No	No	0.00	0.00
INC000000554696	Jennifer Joy / Voice Operations	Telecom / Gail Christiansen	Area Code / Governor's Office	Telephone / Low	Resolved	No	No	0.19	0.30